

BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF HAWAII

In the Matter of the Application of)  
WDIG MOBILE, LLC )  
For a Certificate of Registration. )  
\_\_\_\_\_ )

DOCKET NO. 2006-0063

DECISION AND ORDER NO. 22589

REC'D  
DIV. OF CONSUMER ADVOCACY  
DEPT. OF COMMERCE AND  
CONSUMER AFFAIRS  
STATE OF HAWAII

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At 11:30 o'clock A .M.

Karen Higashi  
Chief Clerk of the Commission

ATTEST: A True Copy  
KAREN HIGASHI  
Chief Clerk, Public Utilities  
Commission, State of Hawaii.

Glen R. Hirasaka

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Docket No. 2006-0063  
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DECISION AND ORDER

By this Decision and Order, the commission grants WDIG MOBILE, LLC ("Applicant") a certificate of registration ("COR") to provide commercial mobile radio services ("CMRS") (also known as wireless telecommunications services), on a resold basis in the State of Hawaii ("State").

I.

Background

Applicant is a Delaware corporation with its principal place of business in North Hollywood, California. Applicant is authorized to transact business in the State of Hawaii as a foreign corporation.

A.

Applicant's Request

On March 16, 2006, Applicant filed its application for a COR to operate as a CMRS provider on a resold basis in the

State ("Application").<sup>1</sup> Applicant utilized the form application developed in In re Public Utilities Commission, Docket No. 03-0186, Order No. 21324, filed on August 27, 2004 ("Order No. 21324") ("Official COR Form"), to make its request.

B.

Consumer Advocate's Position

On April 5, 2006, the Consumer Advocate filed its Statement of Position informing the commission that it does not object to approval of Applicant's request.

With respect to the Application, the Consumer Advocate noted that Applicant did not include the geographical scope of its proposed operation in section XII.<sup>2</sup> Nonetheless, the Consumer Advocate was able to discern from the tariff that the proposed service area is the State.<sup>3</sup> Because the remaining sections of the Application appear to include the information required in Order No. 21324, the Consumer Advocate accepted the Application as complete.<sup>4</sup>

The Consumer Advocate observed that Applicant's telephone number for customer service inquiries may not be a

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<sup>1</sup>Applicant served copies of the application on the DIVISION OF CONSUMER ADVOCACY, DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS ("Consumer Advocate"), an *ex officio* party to this docket pursuant to Hawaii Revised Statutes ("HRS") § 269-51 and Hawaii Administrative Rules ("HAR") § 6-61-62.

<sup>2</sup>See Statement of Position at 2.

<sup>3</sup>See Statement of Position at 2.

<sup>4</sup>See Statement of Position at 2.

toll-free number, pursuant to HAR § 6-80-114(6).<sup>5</sup> Applicant lists the business phone number as (818) 623-3200 for questions regarding customer service or problems.<sup>6</sup> If Applicant's telephone number for customer service inquiries is not a toll-free number, the Consumer Advocate recommended that Applicant be required to provide a toll-free telephone number to receive calls regarding service or billing matters.<sup>7</sup> The Consumer Advocate also recommended that Applicant be required to maintain future revisions and updates to the tariff, and promptly provide information regarding its service plans (with terms and conditions) and the appropriate contact information (i.e., designated carrier representative) upon the commission's, the Consumer Advocate's, or a consumer's request.<sup>8</sup> In addition, the Consumer Advocate recommended that such updated information should also be placed on Applicant's website within a reasonable time period.<sup>9</sup>

## II.

### Discussion

HRS § 269-7.5 prohibits a public utility from commencing business in the State without first obtaining a certificate of public convenience and necessity ("CPCN") from the

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<sup>5</sup>See Statement of Position at 2-3.

<sup>6</sup>See Application, Section V., at 2.

<sup>7</sup>See Statement of Position at 3.

<sup>8</sup>See Statement of Position at 3.

<sup>9</sup>See Statement of Position at 3.

commission.<sup>10</sup> HAR §§ 6-80-17(c) and (d) also state, in relevant part:

(c) Any person, other than the incumbent telecommunications carrier, seeking to offer, initiate, or provide intrastate telecommunications service must apply in writing to the commission for a certificate of authority. The application must:

(1) Include information on the:

- (A) Type of telecommunications service to be offered;
- (B) Geographical scope of the carrier's proposed operation;
- (C) Type of equipment to be employed in the service;
- (D) Rates or charges proposed to be imposed and the regulations that will govern the proposed service; and
- (E) Applicant's financial ability to render the proposed service, including a copy of the most recent audited financial statement and, if more than three months have elapsed since the date of the most recent audited financial statement, a current, unaudited financial statement; and

(2) Comply with all applicable commission orders and rules. The commission may reject any application that fails to meet any of these requirements or is otherwise incomplete.

. . . . .

(d) Where exempted by federal law from entry regulation by the State, a telecommunications carrier seeking to offer, initiate, or provide intrastate telecommunications service shall apply for a certificate of registration

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<sup>10</sup>On June 3, 1996, HAR ch. 6-80 took effect. HAR ch. 6-80, among other things, replaces the CPCN with a COR for telecommunications carriers providing CMRS, and establishes procedures for requesting and issuing a COR.

with the commission by complying with subsections (c)(1) (A) - (D) and (c)(2) only.

HAR §§ 6-80-17(c) and (d) (emphasis added).

Recognizing that the federal Omnibus Budget Reconciliation Act of 1993 preempted state and local governments from regulating the entry of and the rates charged by providers of CMRS, while expressly allowing states to regulate the other terms and conditions of commercial mobile services,<sup>11</sup> the commission initiated Docket No. 03-0186 to investigate and determine whether it is consistent with the public interest to exempt CMRS providers and their services from any provisions of HRS ch. 269. On April 7, 2004, the commission issued Decision and Order No. 20890 waiving various regulatory requirements of HRS ch. 269 and HAR ch. 6-80 for any and all CMRS providers in Hawaii, subject to certain applicable conditions, limitations, and clarifications. On August 27, 2004, the commission issued Order No. 21324 correcting certain clerical errors of Decision and Order No. 20890 and adopting an official application form for CMRS providers and cellular resellers, i.e., the Official COR Form.

Upon review, the commission finds that Applicant has sufficiently satisfied the requirements of HAR § 6-80-17, to the extent such requirements were not waived in accordance with Decision and Order No. 20890, as amended by Order No. 21324.

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<sup>11</sup>See In re Public Utilities Commission, Docket No. 03-0186, Decision and Order No. 20890, filed on April 7, 2004 ("Decision and Order No. 20890"), at 1-2 (citing Pub. L. No. 103-66, Title VI, § 6002, 107 Stat. 312, 392 (1993) (codified in principal part at 47 U.S.C. § 332)).

Consistent with Decision and Order No. 20890, the commission also finds, at this time, that providing appropriate regulatory flexibility to entities providing CMRS, including wireless resellers, promotes increased competition and investment in the State's wireless telecommunications market.

With regard to the Consumer Advocate's recommendation regarding compliance with HAR § 6-80-114(6), the commission finds that Applicant should review the telephone number provided for customer service inquiries and provide a toll-free number to receive calls regarding service or billing matters, as required by HAR § 6-80-114(6), if it determines that the number initially provided is not a toll-free number. The commission notes that the requirements of HAR § 6-80-114 were not waived by Decision and Order No. 20890. The commission also finds that Applicant should be required to maintain future revisions and updates to the tariff, and promptly provide information regarding its service plans (with terms and conditions) and the appropriate contact information (i.e., designated carrier representative) upon the commission's, the Consumer Advocate's, or a consumer's request. In addition, the commission also finds that Applicant should be required to place such updated information on Applicant's website, if any, within a reasonable time period.

Based on the foregoing, the commission concludes that Applicant should be granted a COR to provide CMRS on a resold basis in the State. Additionally, the commission concludes that Applicant should supplement its application through a letter to the commission, with a copy to the Consumer Advocate, if it

determines that the telephone number that it initially provided to receive customer service questions is not a toll-free number, in accordance with HAR § 6-80-114(6).<sup>12</sup> The commission also concludes that the Applicant should maintain future revisions and updates to the tariff, and promptly provide information regarding its service plans (with terms and conditions) and the appropriate contact information (i.e., designated carrier representative) upon the commission's, the Consumer Advocate's, or a consumer's request. In addition, the commission also concludes that Applicant should place such updated information on Applicant's website, if any, within a reasonable time period.

### III.

#### Orders

1. Applicant is granted a COR to provide CMRS on a resold basis in the State.

2. As a holder of a COR, Applicant shall be subject to all applicable provisions of HRS ch. 269; HAR chs. 6-80, 6-81, and 6-82; any other applicable State laws and commission rules; and any orders that the commission may issue from time to time.

3. Consistent with Decision and Order No. 20890, Applicant is not required to file tariffs in accordance with HAR §§ 6-80-39 and 6-80-40; provided that Applicant maintains future revisions and updates to the tariff, and promptly provides information regarding its service plans (with terms and

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<sup>12</sup>The telephone number to receive customer service inquiries on Applicant's website, if any, should also be amended within a reasonable time period, to reflect the toll-free number.



conditions) and the appropriate contact information (i.e., designated carrier representative) upon the commission's, the Consumer Advocate's, or a consumer's request. Such updated information shall also be placed on Applicant's website, if any, within a reasonable time period.

4. Within thirty (30) days from the date of this Decision and Order, Applicant shall supplement its Application through a letter to the commission, with a copy to the Consumer Advocate, if it determines that the telephone number it initially provided to receive customer service questions is not a toll-free number, in compliance with HAR § 6-80-114(6), and consistent with ordering paragraph no. 3 above, Applicant shall also update its number to receive customer inquiries on its website, if any, within a reasonable period of time.

5. Within thirty (30) days from the date of this Decision and Order, Applicant shall pay a public utility fee of \$60, pursuant to HRS § 269-30. The business check shall be made payable to the Hawaii Public Utilities Commission, and sent to the commission's office at 465 S. King Street, Room #103, Honolulu, HI, 96813.


6. Within thirty (30) days from the date of this Decision and Order, Applicant shall also pay a telecommunications relay service ("TRS") contribution of \$10.00, established pursuant to: (A) Act 50, adopted on May 7, 2003 (codified as HRS § 269-16.6); and (B) Decision and Order No. 21847, filed on May 31, 2005, in Docket No. 05-0088. The business check shall be made payable to "Hawaii TRS," and sent to the Hawaii TRS

Administrator, Solix, Inc.,<sup>13</sup> 80 S. Jefferson Road, Whippany, NJ 07981. Written proof of payment shall be sent to the commission.


7. Failure to promptly comply with the requirements set forth in paragraphs 2 to 6, above, as applicable, may constitute cause to void this Decision and Order, and may result in further regulatory action, as authorized by law.

DONE at Honolulu, Hawaii JUN 30 2006.

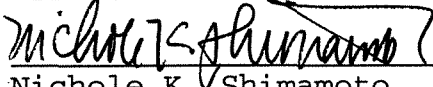
PUBLIC UTILITIES COMMISSION  
OF THE STATE OF HAWAII

By   
Carlito P. Caliboso, Chairman

By (EXCUSED)  
Wayne H. Kimura, Commissioner

By   
Janet E. Kawelo, Commissioner

APPROVED AS TO FORM:

  
Nichole K. Shimamoto  
Commission Counsel

2006-0063.cs

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<sup>13</sup>Solix, Inc. was formerly known as NECA Services, Inc.

CERTIFICATE OF SERVICE

I hereby certify that I have this date served a copy of the foregoing Decision and Order No. 22589 upon the following parties, by causing a copy hereof to be mailed, postage prepaid, and properly addressed to each such party.

JOHN E. COLE  
EXECUTIVE DIRECTOR  
DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS  
DIVISION OF CONSUMER ADVOCACY  
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Honolulu, HI 96809

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Alpharetta, GA 30005

Attorney for WDIG MOBILE, LLC

  
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Karen Higashi

DATED: JUN 30 2006